



**CITY OF HOUSTON  
OFFICE OF EMERGENCY  
MANAGEMENT  
Q25129**

**NOTICE OF REQUEST FOR INFORMATION**

**OFFICE OF EMERGENCY  
MANAGEMENT**

5320 N. Shepherd Dr.  
Houston, Texas 77091  
713-884-4459 Fax

**EVACUEE TRACKING SYSTEM**

The City of Houston is considering soliciting proposals from Contractors specializing in IT services. Please review the "Requirements and Services" of this RFI. If you believe your firm can provide a recommendation to enhance the overall RFP development, please submit your information by email, fax, or mail. All information provided and expenses incurred shall be at **"NO COST"** to the City of Houston.

Please submit your information to Jon Nolan by one of the methods below, and by the deadline time and date of **4:00 p.m. CST, September 15, 2014:**

E-mail (Preferred Method): [Jon.Nolan@houstontx.gov](mailto:Jon.Nolan@houstontx.gov)

Fax: 713-884-4545

Mail: Jon Nolan  
City of Houston  
Office of Emergency Management  
5320 N. Shepherd Dr.  
Houston, TX 770091

**OBJECTIVE**

The Houston Urban Area has a population of approximately 6 million people, many of which may require evacuation. A comprehensive evacuee tracking system is desired to manage and enroll evacuees in the evacuation process. Multiple concurrent incident sites may be utilized. Any system selected to perform this task should be able to operate various conditions, as well as under any other conditions in which the Houston Urban Area Security Initiative (UASI) region would be conducting an evacuation. The evacuee tracking system must be able to track incoming evacuees from neighboring jurisdictions or elsewhere, to provide accountability and assist in decision support. In this situation, the software should be able to accurately track origins and assets, so that if a subsequent evacuation was needed, data from the prior evacuation could be integrated rather than lost.

The City of Houston may choose to utilize information obtained from Contractors during this RFI process in an effort to develop an RFP for IT software and hardware for registration and tracking needs of potential evacuees, animals, and durable medical equipment in an all-hazard emergency incident.

## **Statement of Work for Evacuee Tracking Software**

All respondents to this RFI may be contacted and invited to conduct a presentation to the Houston Urban Area Security Initiative Technology Work Group Committee. Contractors interested in meeting with the Committee will be required to present their information in a Microsoft PowerPoint format at the time of the presentation. Twenty-five (25) printed copies of the presentation will be required. Contractors are encouraged to bring examples/samples of referenced services provided to other like sized organizations.

Furthermore, Contractors may have a maximum of three (3) representatives in attendance at the presentation session with the Committee. The time allotted for the presentation will range from one to two hours, depending upon the overall number of scheduled Contractor presentations.

All Contractor recommendations and comments shall be reviewed and considered. Recommendations of good merit and clear business logic and methodologies may be used and incorporated into any future RFP solicitation documents issued by the City of Houston.

### **REQUIREMENTS AND SERVICES**

#### **1. OVERALL CHARACTERISTICS**

- 1.1. The system must be user friendly and require a maximum of 30 minutes of just-in-time training to get a basic user up and scanning wristbands and entering demographic information.
- 1.2. The system must handle multiple unrelated concurrent incidents.
- 1.3. The system must specify which incidents a user can access.
- 1.4. The system must have the ability to transfer records between incidents.
- 1.5. Data must be searchable by any field or multiple fields.
- 1.6. The system must have the ability to scale without hampering the usability of the system.
- 1.7. Information collected and what information can be accessed by authorized users should be customizable. Power Users or Administrators should be able to add fields to the system on the fly, so the system can adapt as an event grows or changes.
- 1.8. The system must have the ability to integrate with the Texas Statewide Evacuee Tracking Network (ETN) and be compatible with barcoded tracking tags and with statewide wristbands.
- 1.9. The system must have the ability to transfer records between systems utilized within the State of Texas and with systems utilized by neighboring states (New Mexico, Oklahoma, Arkansas, and Louisiana) as needed.
- 1.10. The system must be accessible using non-proprietary or off-the-shelf hardware and software, including the devices already deployed throughout the region.

## **Statement of Work for Evacuee Tracking Software**

- 1.11. The system's software should support mobile device access.
- 1.12. The system software should be web-based, accessible, and responsive.
- 1.13. The system software should be available in English and other languages widely-used in the Houston UASI region.
- 1.14. The system software and system licensing model should be enterprise licensing, allowing the region to purchase a single license which supports all stated characteristics without incurring additional cost. Usage costs should be clearly defined and structured to support large scale disasters and training.
- 1.15. The system should be hosted redundantly, off-site, and should have a Service Level Agreement (SLA) ensuring 99.99% uptime (50 minutes of unplanned downtime per year) without planned outages during a response.
- 1.16. The Contractor should provide 24/7 live on-call phone support with multiple back-up support personnel located in multiple locations outside the Houston region.
- 1.17. The Contractor should be regularly audited for security with the Houston UASI Technology Work Group and third party designee, and the Houston UASI should be able to review details of the security audit.
- 1.18. The system must meet the data storage requirements of the various Houston UASI jurisdictions.
- 1.19. The data input portion of the software should be able to work in "offline mode," when an internet connection is not available.
- 1.20. Train-the-trainer and online interactive just-in-time training must be available at all times, from the current time through an incident.
- 1.21. The system should not restrict which system records can be associated with other system records (for example, oxygen tanks for horses).

## **2. TIME AND CAPACITY BENCHMARKS**

- 2.1. End-users should be able to check evacuees and responders in or out of the system in less than five (5) minutes each, even if not previously enrolled.
- 2.2. The system should be able to associate evacuees' and responders' wristbands with existing data (already registered, scanned responder badges, etc.) in under thirty (30) seconds each.
- 2.3. The system should be able to track all evacuees and responders, and their "assets" (associated pets, walkers, personal items, etc.).

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- 2.4. The system should be able to register an asset and associate it with an individual in less than one (1) minute.

### **3. ADMINISTRATION AND SECURITY**

- 3.1. The system should offer sufficient security settings to restrict access or actions based on user level, agency, or incident.
- 3.2. The system should allow the system administrator to track all user actions and viewed records.
- 3.3. The system should require users to update passwords on a regular basis.
- 3.4. The system should allow multiple user levels, including:
  - 3.4.1. The system should allow an extremely basic user, data entry specialist with the ability to log into the system with username or wristband and pin.
  - 3.4.2. The system should allow power users with elevated permissions, to change destination information for evacuees and responders.
  - 3.4.3. The system should allow system administrator with global permissions, including access all portions of the software for all incidents.
- 3.5. The system should allow users to see their progress (such as number of wristbands scanned per hour), allowing managers to set benchmarks and encourage volunteers and staff.
- 3.6. The system should track responders or staff members the same way evacuees and responders are tracked.
- 3.7. The system should allow authorized users to import wristband numbers and associated individuals and assets.

### **4. EVENT AND INCIDENT MANAGEMENT**

- 4.1. The system should allow authorized users to add, edit, and remove incidents.
- 4.2. The system should allow authorized users to easily manage locations, and assign evacuees and/or staff to those locations.
- 4.3. The system should allow emergency managers, elected officials, and other authorized users to see overall evacuation status on an easy-to-understand dashboard.

### **5. ADDING EVACUEES AND RESPONDERS**

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- 5.1. The system should have the ability to read information from identification documents widely used in the Southeast Texas region.
- 5.2. The system should generate multilingual printable copies of registration forms for offline use based on the fields selected for evacuee enrollment in a specific incident.
- 5.3. The system should allow authorized users to replace lost, stolen, or broken wristbands by issuing secondary wristbands/numbers.
- 5.4. The system should have the ability to enroll an evacuee via a scanned wristband or manually-entered data.
- 5.5. The system should allow authorized users to associate barcodes with one another (to link family members, vehicles, property, pets, etc.).
- 5.6. The system should have the ability utilize any wristbands/numbers (such as a hospital wristband or Divers License) in addition to the state wristbands.

## **6. TRANSPORTATION ASSET MANAGEMENT**

- 6.1. The system should have an easy and scalable process for the addition of transportation based upon the incident (for example, transportation assets should be able to be added via a generic identifier, a tasking number, or another number such as VIN).
- 6.2. The system should have the ability to easily scan or import transport ID or tasking number tags.
- 6.3. The system should have a process for rapid association of evacuees with transportation assets.
- 6.4. The system should have the ability to track transportation assets (via a simple “destination” text field, through integration with an outside GPS provider, or via another method).
- 6.5. The system should have the ability to record which transportation assets are in staging, or integrate with another system that does this.
- 6.6. The system should have the ability to add transportation assets from handheld devices.
- 6.7. The system should have the ability to allow a destination to be set for each transportation asset.
- 6.8. The system should have the ability to allow authorized users to modify the status of all persons and property on a vehicle en masse (from a roster view or elsewhere).
- 6.9. The system should have the ability to allow authorized users to add/remove/edit transportation asset destinations on the fly.

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- 6.10. The system should have the ability to allow authorized users to edit transportation asset driver information.
- 6.11. The system should have the ability to allow authorized users to edit transportation asset description/notes.
- 6.12. The system should have the ability to integrate with the WebEOC tasking system.

### **7. REPATRIATION AND DEMOBILIZATION**

- 7.1. The system should have the ability to allow authorized users to see where evacuees and responders came from.
- 7.2. The system should have the ability to include a “repatriated” status for evacuees or their property so the system can record when they return to their point of origin.
- 7.3. The system should have the ability to allow an opt-out of repatriation (for people who do not wish to return) and document the opt-out.
- 7.4. The system should have the ability to track when a responder or staff member is no longer needed in the system and show the responder as demobilized.
- 7.5. The system should have the ability to include the ability to “lock out” demobilized staff or responders so they can no longer access data for that incident.
- 7.6. The system should have the ability to allow the demobilization unit to see all staff whose access for this incident has been terminated due to demobilization.
- 7.7. The system should have the ability to retain a log in the system of all hardware used (such as barcode scanners, laptops, etc.) for check-off during demobilization.

### **8. REPORT AND DOCUMENT GENERATION**

- 8.1. The system should have the ability to produce a report with an unrestricted number of records.
- 8.2. The system should allow authorized users of the systems should be able to see overall evacuation status.
- 8.3. The system should have the ability to generate reports that show which types of vehicles were used for transport, how far they traveled, etc.
- 8.4. The system should have the ability to generate a roster per vehicle.

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- 8.5. The system should have the ability to allow authorized users to generate reports for a specific location (such as an embarkation point).
- 8.6. The system should have the ability to track assets in addition to people and property.
- 8.7. The system should have the ability to generate a report of evacuees by site, hub, ZIP code, or shelter.
- 8.8. The system should have the ability to generate a report of unaccompanied minors.
- 8.9. The system should have the ability to allow shelters to generate reports stating which vehicles are en route, approximate ETA, and who or what is on them.
- 8.10. The system should have the ability to generate a report of actions taken by a responder or staff member using the tracking system.
- 8.11. The system should have the ability to generate a report of all actions performed by a specific agency.
- 8.12. The system should have the ability to track a responder or staff member work time.
- 8.13. The system should have the ability to generate audit reports for views and changes made to records.
- 8.14. The system should allow authorized administrators to make custom reports using database query language.
- 8.15. With proper authorization, the system should have the ability to access to the database to other web-based applications, including ones made by other vendors.
- 8.16. The system should have the ability to perform full user audits.

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City Purchasing Agent

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Date